

Guidelines
for
Libraries Serving Persons
with a
Hearing Impairment
or a
Visual Impairment



Prepared by the
Roundtable for Libraries
Serving Special Populations
New York Library Association
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PREFACE

Upon publication of the National Library Service for the Blind and Physically Handicapped publication, **Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped 1984**, the Roundtable for Libraries Serving Special Populations (RLSP) within the New York Library Association (NYLA) found those standards to be exceptionally well done and specific in purpose. RLSP felt that a document was needed to develop guidelines for all libraries serving blind and visually impaired persons in New York State. Thus a project was proposed at the annual NYLA conference in 1984 that state guidelines be established for, not only libraries serving the blind, visually and physically handicapped, but to include other special populations.

This project was proposed as a long-term one due to the unique qualities endemic in establishing guidelines of such a specific nature. In each case, New York State experts in the field worked diligently as volunteers in preparing these documents. Many professionals provided support and input in the project; these individuals are credited in the publication.

The review process was an extensive one. Each section was prepared by one group, circulated to the Roundtable membership for general review, circulated once again to experts not affiliated with RLSP but knowledgeable in their particular expertise, then the two groups read both sections returning them to the original preparers for final review and re-writing.

These guidelines were not meant to be established as a long standing document for use in the New York State libraries who serve special populations, but rather a document updated periodically. Therefore we would urge users of these guidelines to contact the RLSP if there are elements of your service that are not covered here and you think that element should be included in later editions of this publication.

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**GUIDELINES FOR LIBRARIES SERVING
PERSONS WITH A HEARING IMPAIRMENT**



PERSONS WITH A HEARING IMPAIRMENT SHALL HAVE:

- o access to the full range of Library Services available to the general public with special provisions made to assist these persons and adapt these services so that they can make effective use of library services.
- o the right to a confidential client-library staff relationship and a non-judgmental atmosphere.
- o the opportunity to participate in the decision making process of the library to the same degree as any other patron.

1. THE LIBRARY'S WRITTEN POLICIES ON COLLECTION DEVELOPMENT, ACCESS TO SERVICES, SHALL INCLUDE AN AFFIRMATIVE ACTION STATEMENT WITH RESPECT TO DISABLED INDIVIDUALS.
 - 1.1 The policy statement shall be developed with the advice of an advisory committee that includes at least one person with hearing impairment or a family member or a representative from an appropriate service agency.
 - 1.2 There shall be a budget to carry out the program in accordance with stated goals and objectives.
2. LIBRARY STAFF SHALL MAKE AVAILABLE THE RESOURCES OF LOCAL, REGIONAL, STATE, AND NATIONAL LIBRARY SYSTEMS AND NETWORKS TO PERSONS WITH HEARING IMPAIRMENTS.
3. LIBRARY SERVICES SHALL BE AVAILABLE TO ALL PERSONS WITH HEARING IMPAIRMENT, REGARDLESS OF AGE, DEGREE OF DEAFNESS, LEVEL OF COMMUNICATION SKILLS, OR ACCOMPANYING DISABILITIES.
4. THE SPECIAL NEEDS AND INTERESTS OF PERSONS WITH HEARING IMPAIRMENT AND THEIR FAMILIES SHALL BE RECOGNIZED IN LIBRARY PROGRAMS AND MATERIALS COLLECTIONS. INFORMATIONAL, RECREATIONAL, CULTURAL AND EDUCATIONAL MATERIALS SHALL BE PROVIDED. THESE MATERIALS SHALL ALSO BE AVAILABLE TO ALL WHO WORK WITH PERSONS WITH HEARING IMPAIRMENTS OR WHO ARE INTERESTED IN THEIR NEEDS. THIS AVAILABILITY SHALL BE PUBLICIZED.

- 4.1 Services and materials shall be available to parents of children with hearing impairment.
- 4.2 The library collection shall include a full range of viewpoints on the education of the deaf.
- 4.3 Books and pamphlets on sign language, dictionaries of signs, signed books and wordless books shall be available.
- 4.4 Materials on all aspects of deafness including legal rights, deaf culture and heritage shall be represented.
- 4.5 Instructional materials, in all formats, designed specifically for persons with hearing impairments shall be available.
- 4.6 The collection shall include and access shall be provided to periodicals dealing with the educational, legal, socio-economic, technological, and medical aspects of deafness, as well as periodicals intended specifically for the recreational needs of hearing impaired readers.
- 4.7 Information and referral files shall include information on schools, churches, social services agencies, interpreters, product suppliers and other organizations serving persons with hearing impairment.
- 4.8 Captioned films and video tapes designed for hearing impaired audiences shall be available and easily accessible through the library catalog. Lesson plans and study guides to accompany some of these films shall be available for teacher and student use.
- 4.9 Captioned filmstrips and other visual aids shall also be available and so identified (marked).

- 4.10 Basic computer literacy skills shall be validated for persons with hearing impairment wherever computers are available for public access. Training for persons with hearing impairment shall be made available.
- 4.11 Libraries shall provide access to telecaptioning devices/decoders for persons with hearing impairment.
- 5. PROGRAMS SHALL BE DEVELOPED FOR INDIVIDUAL OR GROUP ENJOYMENT, DEVELOPMENT OF COMMUNICATION SKILLS, AND FOR ENCOURAGING INTELLECTUAL GROWTH AS PART OF LIFE LONG LEARNING.
 - 5.1 Libraries shall provide programming on topics of interest to hearing impaired persons.
 - 5.2 Interpreters shall be available upon request when programs are offered to deaf persons.
 - 5.3 Signed storyhours shall be offered as a service to children with hearing impairment and also as an awareness program for others.
 - 5.4 Film programs utilizing captioned films, nonverbal films, and foreign films with subtitles shall be offered.
 - 5.5 At least once a year the library shall have a display or exhibit which draws attention to services available to persons with hearing impairment, to their families, and to their employers.
- 6. LIBRARIES SHALL PROVIDE ALTERNATIVE METHODS FOR THE DELIVERY OF SERVICES TO HEARING IMPAIRED PERSONS WHO WOULD OTHERWISE BE UNABLE TO USE THE LIBRARY SERVICES INDEPENDENTLY.
 - 6.1 Libraries shall support and cooperate with programs designed to meet the needs of persons with hearing impairment in other community institutions.

6.2 Delivery of materials by mail shall be an option.

7. LIBRARIES SHALL IDENTIFY AND COOPERATE WITH OTHER AGENCIES PROVIDING SERVICES TO PERSONS WITH HEARING IMPAIRMENT.

7.1 Librarians providing services to hearing impaired residents of institutions shall act as advocates to assure their freedom to read materials of their own choosing and the right to information.

7.2 Library staff shall serve on boards and committees of agencies which serve the hearing impaired.

7.3 Library staff shall participate in training activities and community programming of agencies which serve persons with hearing impairment.

8. LIBRARIES SHALL PROVIDE FACILITIES THAT ALLOW PERSONS WITH HEARING IMPAIRMENT TO ACCESS THEIR LIBRARIES INDEPENDENTLY.

8.1 NEW YORK STATE UNIFORM FIRE PREVENTION AND BUILDING CODE

Vol. 9, Title 9 Subtitle S, Chapter 1

Effective January 1, 1984, the following provisions for persons with hearing impairments **must** be included in new construction and major alterations, additions, and conversions:

- a. In all buildings in which fire alarms are required, such alarms must be audible and visual.
- b. All public phones in buildings must be equipped with receivers that are T-switch compatible. In banks of phones, at least one must be equipped with a volume control.
- c. Areas of public assembly with audio-amplification systems must also have listening systems to assist persons with a hearing loss (e.g. audio loop or FM system.)

- 8.2 Community rooms shall be available for use.
- 8.3 The communication needs of persons with hearing impairments shall be considered when arranging meetings.
- 8.4 Hearing guide dogs shall be allowed access to the library with owners.
- 8.5 Conspicuous and clearly worded directional signs shall be provided.
- 8.6 Orientation programs shall be provided so that persons with hearing impairment become aware of the wide scope of library resources.
- 8.7 Libraries shall provide access to telecommunication devices (TTY's) to assist in meeting the information needs of persons with hearing impairment.
- 9. Libraries shall design and implement a staff development program to improve the awareness, sensitivity and communication skills of library staff in regard to persons with hearing impairment.
 - 9.1 One library staff person shall be responsible for the training and development of staff.
 - 9.2 Programs shall be conducted at staff meetings and other in-service training sessions.
 - 9.3 Visits to other agencies and service providers shall be arranged.
 - 9.4 Relevant professional literature shall be available and its use promoted.

10. Libraries shall energetically publicize programs, materials and services for persons with hearing impairment.
11. Libraries shall provide materials and programs to make the public sensitive to the needs and concerns of persons with hearing impairment.

GUIDELINES FOR LIBRARIES SERVING
PERSONS WITH A VISUAL IMPAIRMENT

PERSONS WITH A VISUAL IMPAIRMENT SHALL HAVE:

- o access to the full range of Library Services available to the general public with special provisions made to assist these persons and adapt these services so that they can make effective use of library services.
- o the right to a confidential client-library staff relationship and a non-judgmental atmosphere.
- o the opportunity to participate in the decision making process of the library to the same degree as any other patron.

1. THE LIBRARY'S WRITTEN POLICY ON COLLECTION DEVELOPMENT AND ACCESS TO SERVICES SHALL INCLUDE AN AFFIRMATIVE ACTION STATEMENT WITH RESPECT TO BLIND AND VISUALLY IMPAIRED PERSONS.
 - 1.1 The policy statement shall be developed with the advice of an advisory committee that includes one visually impaired person or a family member or a representative from an appropriate service agency.
 - 1.2 The policy statement shall be available in alternative formats - large print, braille and/or recorded formats.
2. THE LIBRARY'S BUDGET SHALL PROVIDE FUNDS TO SUPPORT THE PROGRAMS, MATERIALS AND SERVICES FOR PERSONS WITH A VISUAL IMPAIRMENT.
 - 2.1 A component of the budget shall include staff development and training.
3. THE LIBRARY'S COLLECTIONS SHALL RECOGNIZE THE SPECIAL NEEDS AND INTERESTS OF PERSONS WITH A VISUAL IMPAIRMENT.
 - 3.1 Information about blindness and visual impairments shall be available in accessible media.
 - 3.2 Current information regarding legal rights of blind and visually impaired persons shall be maintained.
 - 3.3 The library's collections shall include books, periodicals, reference books, and vertical file materials about visual impairment, and all shall be equally accessible and indexed.
4. LIBRARY SERVICES SHALL MEET THE SPECIAL NEEDS OF BLIND AND VISUALLY IMPAIRED PERSONS.

- 4.1 Programs about blindness and visual impairments shall be offered.
 - 4.2 Assistance shall be provided in locating braille and recorded books and magazines not in the library's collection.
 - 4.3 Reference assistance by appointment shall be offered when extended service is required.
 - 4.4 Resources for books in foreign languages shall be available for those whose first language is one other than English.
 - 4.5 State of the art adaptive devices shall be available allowing access to the library's print collections, for note taking and copying of library materials.
 - 4.6 Training and assistance in the use of adaptive devices shall be provided.
 - 4.7 Reading aids shall be readily accessible while protecting the patron's right to privacy.
 - 4.8 Facilities shall be made available allowing for reading aloud, recording and/or transcribing materials upon request.
5. PERSONS WITH A VISUAL IMPAIRMENT SHALL BE ENCOURAGED TO USE THE LIBRARY INDEPENDENTLY.
- 5.1 Introduction to the library's services and mobility orientation to the locations of the library's materials shall be provided.
 - 5.2 Staff or Volunteer Guide Persons shall be available for mobility assistance.

- 5.3 Tactile and recorded guides to the library building and public service areas shall be made available.
 - 5.4 Exits, stairways, elevators, phone booths and public restrooms shall be labeled with tactile signs.
 - 5.5 The emergency evacuation system shall include audible signals.
6. LIBRARIES SHALL PROVIDE ALTERNATIVE METHODS OF SERVICE DELIVERY FOR THOSE PERSONS WITH A VISUAL IMPAIRMENT WHO CANNOT OTHERWISE USE THE LIBRARY INDEPENDENTLY.
- 6.1 Alternative methods of transportation to the library shall be identified and publicized.
 - 6.2 Staff or Volunteer Guide Persons shall be available for those in need of mobility assistance.
 - 6.3 Direct home reference assistance and home delivery shall be provided.
 - 6.4 Books by mail shall be provided and catalogues shall be offered in accessible media.
7. LIBRARIES SHALL MAINTAIN A WORKING RELATIONSHIP WITH OTHER AGENCIES SERVING BLIND AND VISUALLY IMPAIRED PERSONS.
- 7.1 All library staff shall be well informed concerning the library services provided by the New York State Library for the Blind and Visually Handicapped and the New York Public Library for the Blind and Physically Handicapped.
 - 7.2 Referral services to other local, state and national agencies shall be provided.

8. LIBRARIES SHALL PUBLICIZE SERVICES AND PROGRAMS TO BLIND AND VISUALLY IMPAIRED PERSONS

- 8.1 Brochures, newsletters and other publicity materials shall be available in accessible media.
- 8.2 Public Service Announcements will be announced on Radio Reading Service when available.
- 8.3 Blind and visually impaired persons shall be encouraged to publicize the library's services and shall be included in the library's roster of available speakers.

**SELF ASSESSMENT FOR LIBRARIES SERVING
PERSONS WITH A HEARING IMPAIRMENT**

The following questionnaire is designed for a Self Assessment for Libraries Serving Persons with a Hearing Impairment. The codes used are **Y** meaning YES, **N** meaning NO, **N/A** meaning NOT APPLICABLE.

1. Do you have a written policy statement on Library services for persons with a hearing impairment?

Y _____ N _____ N/A _____

2. Do you have an advisory group on library/disability issues that includes at least one person with a hearing impairment or member of a family or service agency representative concerned with persons with hearing impairment?

Y _____ N _____ N/A _____

3. Does your budget specify funds for programs, materials and services for persons with hearing impairment?

Y _____ N _____ N/A _____

4. Do you access disability related data bases?

Y _____ N _____ N/A _____

5. Are services and materials available to parents of children with hearing impairment?

Y _____ N _____ N/A _____

6. Do you collect materials in the following formats?

Captioned filmstrip?

Y _____ N _____ N/A _____

Captioned films? Y _____ N _____ N/A _____

Signed or non-verbal
verbal films? Y _____ N _____ N/A _____

Captioned videotapes?
Y _____ N _____ N/A _____

Signed or Non-Verbal Videotapes?
Y _____ N _____ N/A _____

7. Which of the following disability related materials do you collect:

Books?	Y _____	N _____	N/A _____
Periodicals?	Y _____	N _____	N/A _____
Directories?	Y _____	N _____	N/A _____
Vertical File Materials?	Y _____	N _____	N/A _____
Catalogs of Special Products?	Y _____	N _____	N/A _____
Literary?	Y _____	N _____	N/A _____
Sign Language Materials?	Y _____	N _____	N/A _____
Instructional Materials?	Y _____	N _____	N/A _____

8. Non-print collections of materials about disabilities include:

16 MM Films?	Y _____	N _____	N/A _____
Videotapes?	Y _____	N _____	N/A _____
Other? (Please Specify)	Y _____	N _____	N/A _____

9. Do you have computerized equipment designed or adapted for use by persons with a hearing impairment?

Y _____ N _____ N/A _____

10. Do you provide access to decoders?

Y _____ N _____ N/A _____

11. Do you offer equipment demonstrations and training?

Y _____ N _____ N/A _____

12. Do you have equipment for loan?

Y _____ N _____ N/A _____

13. Do you have microcomputer software packages designed or adapted for use by persons with a hearing impairment?

Y _____ N _____ N/A _____

14. Do you provide programming on topics of interest to both the deaf community and hearing impaired persons?

Y _____ N _____ N/A _____

15. Are interpreters available upon request when programs are offered to persons with a hearing impairment?

Y _____ N _____ N/A _____

16. Are signed storyhours offered?

Y _____ N _____ N/A _____

17. Are film programs utilizing captioned films, non-verbal films, or foreign films with subtitles offered?

Y _____ N _____ N/A _____

18. What other kinds of programs have been offered?

Group visits to the Library? Y _____ N _____ N/A _____
Programs on disability issues? Y _____ N _____ N/A _____

19. Does the library have a display or exhibit which draws attention to services available to persons with a hearing impairment, to their families, and to their employers at least once a year?

Y _____ N _____ N/A _____

20. Are there alternative methods of delivery of services to hearing impaired persons who can not use the library independently?

Y _____ N _____ N/A _____

21. Does your staff develop a knowledge of and cooperate with other agencies providing services to persons with hearing impairment?

Y _____ N _____ N/A _____

22. Is there a visual component to the emergency warning system??

Y _____ N _____ N/A _____

23. Is there an amplification control on the public telephones for use by persons with hearing impairment?

Y _____ N _____ N/A _____

24. Do you have listening systems to assist persons with a hearing loss in any area of public assembly which has an audio-amplification system?

Y _____ N _____ N/A _____

25. Are the elevators equipped with visible warning devices?

Y _____ N _____ N/A _____

26. Are access symbols and other relevant directional signs posted?

Y _____ N _____ N/A _____

27. Are orientation programs provided?

Y _____ N _____ N/A _____

28. Is access to telecommunication devices (TTY'S) provided?

Y _____ N _____ N/A _____

If yes, the number is: () _____.

29. Do you have staff members who are assigned to provide special library services for persons with disabilities?

Y _____ N _____ N/A _____

30. Do you have at least one library staff member who is fluent in American Sign Language?

Y _____ N _____ N/A _____

31. Is there an ongoing program of attitude awareness training for staff?

Y _____ N _____ N/A _____

If yes, does this training include:

Professional Staff?	Y _____	N _____	N/A _____
Clerical Staff	Y _____	N _____	N/A _____
Security Guards?	Y _____	N _____	N/A _____

32. Are sign language classes offered?

Y _____ N _____ N/A _____

33. Do you publicize programs, materials and services for persons with hearing impairment?

Y _____ N _____ N/A _____

34. Do you provide materials and programs to make the public sensitive to the needs and concerns of persons with hearing impairment?

Y _____ N _____ N/A _____

**SELF ASSESSMENT FOR LIBRARIES SERVING
PERSONS WITH A VISUAL IMPAIRMENT**

The following questionnaire is designed as a Self Assessment for **Libraries Serving Persons with a Visual Impairment**. The codes used are **Y** meaning YES, **N** meaning NO, **N/A** meaning NOT APPLICABLE.

1. Do you have a written policy statement on Library services for persons with a visual impairment?

Y _____ N _____ N/A _____

2. Do you have an advisory group on library/disability issues that includes some disabled members or a family member or service agency representative?

Y _____ N _____ N/A _____

3. Does your budget specify funds for programs, materials and services for persons with a visual impairment?

Y _____ N _____ N/A _____

4. Do you have staff members assigned to provide special library services for persons with a visual impairment?

Y _____ N _____ N/A _____

5. Do you include an ongoing program of staff development?

Y _____ N _____ N/A _____

Does it include attitude awareness training for **all** staff?

Y _____ N _____ N/A _____

6. Do you collect materials in the following formats?

Large print?	Y _____	N _____	N/A _____
Braille?	Y _____	N _____	N/A _____
Recorded format?	Y _____	N _____	N/A _____

7. Are general reference materials (dictionaries, encyclopedias, etc.) available in the following formats?

Large print?	Y _____	N _____	N/A _____
Braille?	Y _____	N _____	N/A _____
Recorded format?	Y _____	N _____	N/A _____

8. Does your library hold any of the following programs for persons with a visual impairment and family members?

Group visits to the library?

Y _____ N _____ N/A _____

Workshops on low vision aids?

Y _____ N _____ N/A _____

Career/educational preparation?

Y _____ N _____ N/A _____

9. Do you offer **extended** assistance in locating materials by appointment for persons with a visual impairment?

Y _____ N _____ N/A _____

10. Do you offer **extended** telephone reference services for persons with a visual impairment?

Y _____ N _____ N/A _____

11. Does your library have any of the following adaptive devices?

Automatic page turners?

Y _____ N _____ N/A _____

Hand held magnifiers?

Y _____ N _____ N/A _____

Braille writer?

Y _____ N _____ N/A _____

Tape recorder?

Y _____ N _____ N/A _____

Speech compressor?

Y _____ N _____ N/A _____

Talking book playback equipment?

Y _____ N _____ N/A _____

Recorded books?

Y _____ N _____ N/A _____

Headphones?

Y _____ N _____ N/A _____

12. Do you offer equipment demonstrations and training?

Y _____ N _____ N/A _____

13. Do you have adaptive devices for loan?

Y _____ N _____ N/A _____

14. Do you have a volunteer reading service?

Y _____ N _____ N/A _____

15. Is there a room freely available upon request for use by visually impaired person and/or a Volunteer Reader?

Y _____ N _____ N/A _____

16. Are braille instructions classes offered to staff and library patrons?

Y _____ N _____ N/A _____

17. Do you access disability related data bases?

Y _____ N _____ N/A _____

18. Do you have computerized equipment designed or adapted for use by persons with a visual impairment?

Y _____ N _____ N/A _____

19. Do you have microcomputer software package designs or adapted for use by persons with a visual impairment?

Y _____ N _____ N/A _____

20. Are library orientation sessions offered to person with a visually impairment?

Y _____ N _____ N/A _____

21. Do you provide mobility orientation to the library?

Y _____ N _____ N/A _____

22. Is the guide to the library available in alternative formats?

Large print?	Y _____	N _____	N/A _____
Braille?	Y _____	N _____	N/A _____
Recorded format?	Y _____	N _____	N/A _____

23. Are instructions for borrowing library materials, sample application forms, borrowers cards, etc., available in alternative formats?

Large print?	Y _____	N _____	N/A _____
Braille?	Y _____	N _____	N/A _____
Recorded format?	Y _____	N _____	N/A _____

24. Is the library accessible for persons with a visual impairment?

Building entrance? Y _____ N _____ N/A _____

Restroom facilities?
Y _____ N _____ N/A _____

Public telephone? Y _____ N _____ N/A _____

Book or online catalog?
Y _____ N _____ N/A _____

25. Are access symbols and other relevant directional signs posted?

Y _____ N _____ N/A _____

26. Are there tactile or recorded building orientation map or guides for persons with visual impairments?

Y _____ N _____ N/A _____

27. Can all public service floors be reached by elevators?

Y _____ N _____ N/A _____

28. Are the elevators equipped with tactile signage and/or audible signals?

Y _____ N _____ N/A _____

29. Do the doors leading to exits, stairways, public restrooms, public telephones have braille and/or embossed signs?

Y _____ N _____ N/A _____

30. Is the emergency evacuation system an audible system?

Y _____ N _____ N/A _____

31. Do you have special procedures for evacuating persons with a visual impairment?

Y _____ N _____ N/A _____

32. Do you have staff assigned to ensure their safety?

Y _____ N _____ N/A _____

33. Do you offer alternative methods of transportation to the library?

Y _____ N _____ N/A _____

34. Are Staff or Volunteer Guide Persons available for mobility assistance?

Y _____ N _____ N/A _____

35. Is there a program for delivery of library materials to homebound persons?

Y _____ N _____ N/A _____

36. Are books by mail catalogues available in alternative format?

Large print?	Y _____	N _____	N/A _____
Braille?	Y _____	N _____	N/A _____
Recorded format?	Y _____	N _____	N/A _____

37. Is there an ongoing program of current awareness training for staff?

Y _____ N _____ N/A _____

Does it include programs and services of the New York State Library for the Blind and Visually Handicapped and the New York Public Library for the Blind and Physically Handicapped as appropriate for your library?

Y _____ N _____ N/A _____

Does it include services provided by local, state and national agencies?

Y _____ N _____ N/A _____

38. Do you publish brochures, newsletters and publicity materials in alternative formats?

Large print?	Y _____	N _____	N/A _____
Braille?	Y _____	N _____	N/A _____
Recorded format?	Y _____	N _____	N/A _____

39. Are Public Service Announcements distributed to Radio Reading Service if available?

Y _____ N _____ N/A _____

40. Are persons with a visual impairment included in the library's roster of speakers?

Y _____ N _____ N/A _____

For Further Information

Initially the editors planned to include a bibliography with the Guidelines for Libraries Serving Persons with a Hearing Impairment or a Visual Impairment. The METRO Reference and Resource Library System's Task Force on Services to the Disabled is preparing a resource publication for publication in late 1987. Since the METRO Task Force also assisted in the development of these Guidelines..., the editors encourage libraries, librarians and others concerned with service with library service to persons with an impairment to purchase their publication.

Inquiries should be directed to:

Task Force on Services to the Disabled
METRO
New York Metropolitan Reference
and Research Library Agency
57 Willoughby Street
Brooklyn, New York 11201

AMERICAN FOUNDATION FOR THE BLIND
15 WEST 16th STREET
NEW YORK, N.Y. 10011

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E Benjamin (718) 771-2472
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